Ingenia Holidays
RIVERSHORE

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CONDITIONS OF STAY & PARK RULES

The following guidelines are for your safety and comfort as well as our other guests. Please read them carefully.

1. **RECEPTION HOURS:** 8:00am – 5:00pm Sunday – Thursday and 8:00am – 7:00pm Friday and Saturday.
2. **CHECK-IN/CHECK-OUT:** Site fees are calculated until 10:00am on the day of departure
   Safari tent check in 2:00pm – Check-out 10:00am
   Sites check in 12:00pm – Check-out 11:00am
3. **SITES & FEES:** All fees are to be paid in full upon arrival. NO refunds. Extra person charges may apply. Only 1 vehicle per cabin/site allowed.
4. **BOOKINGS:** Security – A credit card must be produced in the name of the person staying at the Park on check in. Any damage caused by you or your guests during your stay may be charged against that card.
5. **SPEED LIMIT:** The speed limit in the park is **10 km/h** WHICH IS WALKING PACE and applies to the entire park, if you exceed this it will be brought to your attention. If you exceed this again you will be asked to leave the park. ALL roads within the park are shared by pedestrians and motorists.
6. **CARAVANS AND TRAILERS:** All vans and trailers must be placed onto the site so the drawbar, as approved by the registration, is facing the road or access so immediate removal can be undertaken in the case of an emergency.
7. **KEYS:** Keys to be returned to reception or placed in the early departure key box when departing. A charge will apply for unreturned keys.
8. **CHILDREN:** Guests are responsible for their own children at all times. Children under 12 MUST be accompanied by an adult when using the amenities, playground and pool areas. Management takes NO responsibility for children unsupervised within the park.
9. **PLAYGROUND:** Open from 8:00am – Dusk. Use of playground equipment when wet is STRICTLY PROHIBITED. Children under 12 year of age MUST be supervised by a responsible adult. Management takes NO responsibility for children who are unsupervised. Visitors of guests must pay a fee of $20.00 per person.
10. **POOL AREA:** Open 7:00am – 7:00pm. Children under 12 years of age MUST be accompanied by a responsible ADULT (not an older brother or sister) in the swimming pool area. NO glass items are to be brought into the pool area. The pool is for the use of guests only. Visitors of guests must pay a fee of $20.00 per person. Appropriate swimwear MUST be worn. NO diving, bombing or running. Management takes NO responsibility for children who are unsupervised.
11. **KITCHEN/BBQ AREA:** Please clean barbecue after use. Please clean tables, benches, appliances and equipment after use and leave tidy for the next guests.
12. **BICYCLES / SCOOTERS ETC.:** Prior to riding any bikes within the park, please obtain a Bike Licence from Reception. Riding of bikes/scooters etc. is allowed during daylight hours ONLY and on roadways ONLY (not across sites or on footpaths, grass banks, gardens, beer gardens and around the amenities block). Bicycles must be ridden on the roads within the park at the speed limit of maximum 10 km/h WHICH IS WALKING PACE. Helmets must be worn.
13. **WRISTBANDS:** Your allocated wristband must be worn and visible at all times: no wristband, no entry to the facilities.
14. **AMENITIES:** Children under 12 years of age MUST be accompanied by an adult. Hand basins and laundry tubs are NOT to be used to bath children, clean fish or wash dishes.
15. **LAUNDRY:** Laundry equipment MUST be left clean after use. $6.00 per load, card only. If you wish to hang clothes to dry please use the clothes lines provided (near laundry). The placing of ropes between trees, power points, etc. is NOT allowed. NO children, fish cleaning, saucepans, crockery, boots, dog bedding etc. to be washed in laundry sink. Please report machine breakdowns to management as soon as possible. Iron is available on request.
16. **QUIET TIME:** All loud noise MUST cease from 10:00pm till 8:00am. NO noise after midnight. Use of generators is NOT permitted. Undue noise and inconsiderate behaviour in any form is NOT permitted. Abusive language or excessive noise will NOT be tolerated at any time.
17. **GARBAGE:** Garbage bins are provided throughout the property for your convenience. Please assist by wrapping all garbage prior to its disposal and unfolding boxes, cartons etc. Please place only recyclable materials into the recycling bins.
18. **PARK GROUNDS & GARDENS:** Please DO NOT walk or play in designated gardens. Please DO NOT enter or play in restricted or private areas.
19. **ANIMALS:** We are Pet Friendly, subject to availability and blackout dates may apply. To book your pet-friendly stay call or email park reception.
20. **PETS IN THE PARK:** Please keep pets on a leash and under control at all times, and remember to clean up after them. Pets must not be left unattended. Excessive barking or aggressive behaviour is not permitted, and aggressive pets may be required to leave the park immediately.
21. **VISITORS:** ALL visitors to report to reception before entering the park. ALL guests and visitors must comply with park rules. Patrons are reminded that they are responsible for their children's and visitors' observance of the park rules.
22. **FIRES, FLOORING & TRENCHING:** Open fires are NOT permitted at any time. Flooring and tarps are NOT permitted on grass sites. Trenching around tents or annexes is NOT permitted.
23. **CARE:** Care must be taken of your own possessions. Your property (including your motor vehicle) is your responsibility. Management takes NO responsibility for theft or damage. NO refunds or reimbursements for loss or damage will be given.
24. **INTOXICATION / UNLAWFUL ACTS:** We want everyone to enjoy a safe and relaxing stay. Excessive alcohol consumption, illegal drug use, theft, vandalism, violence, or abusive behaviour toward guests or staff will not be tolerated. Where necessary, Police may be contacted and guests may be required to leave the park.
25. **PARK CONDITIONS OF STAY:** We ask all guests to respect the park, fellow guests and our staff members throughout their stay. Management reserves the right to terminate a stay where park conditions are not followed. No refunds will be provided, and charges may apply for any damage caused.
26. **EVACUATION PROCEDURE:** Displayed in reception, amenities buildings, games room and in cabins.
27. **SMOKING:** (*Smoke Free Act 2000*) – Smoking is prohibited in cabins, buildings, communal areas or astro turf sites. A $200 fee will be applied to your credit card with failure to comply with this NO SMOKING policy.
28. **VEHICLE SECURITY:** To help keep your stay enjoyable, we recommend keeping vehicles locked, valuables out of sight, and vehicle doors and windows secured when unattended or overnight. While we take reasonable measures to maintain a secure environment, guests are responsible for the safekeeping of their personal belongings.
29. **DRIFTWOOD RESTAURANT, CAFE AND BAR:** Open from 8:00am, 7 days a week.